

TELECOMMUNICATIONS BULLETIN

March 30, 2006
CMS 06- 22

Bureau of Communication
and Computer Services

From:

Theresa Starling, Manager
Customer Solution Center

PAGING SERVICE REMINDERS

As previously notified in September 2005, the Customer Solution Center(CSC) returned to the CMS formal policy of accepting faxed service requests **only** in emergency situations. We asked for your cooperation in strict adherence to this policy and careful evaluation of each order submitted to determine its priority status. This policy is in place for all service orders, including Paging Service requests, PSRs.

If your agency has a genuine paging emergency, you must call the CSC (Option 2—Option 6) to notify staff the paging order is being faxed and to explain the reason for the emergency request. If you require a return copy of the emergency order, you must follow-up by mailing the original order, clearly marked to indicate a fax was previously submitted for processing.

We continue to receive a large volume of faxed Paging Service Requests and must advise that faxed orders will no longer be accepted, unless the emergency procedures are followed. Routine faxed orders will be returned to the requesting agency.

To facilitate the processing of paging orders, we request your cooperation with the following service reminders:

- Except in emergencies as indicated above, only original PSRs will be processed. All orders should be mailed or delivered to the Customer Solution Center.
- Paging equipment must accompany any PSR for “service cancellation.” Any service cancellation submitted without the returned equipment will result in agency charges as if the paging equipment were lost. No equipment should returned directly to the vendor.
- PSRs should be submitted with all required fields completed (including the agency control number) and when necessary, the referenced equipment enclosed. Delays occur when information is missing and the wrong equipment is returned.

Effectively immediately, please note the following change in service fees:

- A \$7.50 service fee will be charged for paging name and AU Code change requests. (These charges mirror the service fees for name and AU changes in Voice and Cellular service.)
- CMS will discontinue the \$10 PSR order processing fee.

For more information...
visit our website at
www.state.il.us/cms/telecom